

ROLE DESCRIPTION

Customer Service Officer

Cluster	Stronger Communities	
Department	Department of Communities and Justice	
Division/Branch/Unit	Child Protection and Permanency, District and Youth Justice Services (Northern) /South Western Sydney District	
Location	Various	
Classification/Grade/Band	Clerk Grade 1-2	
Role Number	TBC	
ANZSCO Code	531111	
PCAT Code	1117392	
Date of Approval	18 April 2023	Ref: SWSD028
Agency Website	www.dcj.nsw.gov.au	

Please see job notes and/or advertisement for more information on specific role qualification requirements and relevant experience.

Agency overview

The Department of Communities and Justice (DCJ) is the lead agency under the Stronger Communities Cluster. DCJ works to enable everyone's right to access justice and help for families through early intervention and inclusion, with benefits for the whole community. Stronger Communities is focussed on achieving safe, just, inclusive and resilient communities by providing services that are effective and responsive to community needs.

Primary purpose of the role

The Customer Service Officer (CSO) places an integral role in providing front line services to the community from a local office (Community Service Centre or "CSC" or Service Hub "Hub"), this includes a range of client and administrative services that contribute to the effective delivery of quality services in the local office.

Key accountabilities

The Customer Service Officer (CSO) is responsible for the following:

- Provide support and customer service on reception and associated front counter duties including answering telephones and referrals to other service providers.
- Provide administrative support to the casework teams at the local office with a high level of attention to detail and a focus on customer service.
- Accurate preparation and data entry of information into DCJ corporate data systems and the DCJ client management system (ChildStory), maintaining client confidentiality at all times
- Ensure record management systems are maintained in accordance with Agency guidelines and policy and the provisions of the State Records Act 1998.

- Provide secretariat support to group supervision and/or unit meetings ensuring confidentiality is maintained at all times.
- Distribute and dispatch mail and arrange couriers as needed.
- Provide support and maintain records of motor vehicle fleet usage, arranging cleaning, servicing and repairs as required.
- Maintain stationery and office supplies and monitor and maintain office equipment, .
- Promote, foster compliance and adhere to the DCJ policies, processes and systems and DCJ's values and Code of Ethical Conduct

Key challenges

- Providing accurate, quality and timely administrative services to the local office in line with, while dealing with competing priorities and deadlines.
- Maintaining quality client service and staff support in a difficult environment and with high workloads.
- Appreciating the nature of services that caseworkers provide to clients, in order to provide quality clerical support to a casework team and prioritise the demands of the team.
- Working both as a member of the administrative team and when assigned to a Caseworker Team and professional staff, as a member of that team.

Key relationships

Who	Why
Internal	
Own Team members and other client service teams	Operational knowledge is important for this role Exchange information, receive advice , training and/or instructions/directions Participate in meetings to share information and provide input on issues Provide an effective and valuable two way liaison
Other DCJ divisions	Liaise to ensure the provision of timely and accurate advice when requested
External	
Community and clients	Respond to queries where possible, or redirect to the relevant party for review and resolution Communicate, facilitate and monitor planned works and maintenance programs Contribute to client-focused approach to service provision
Other service providers within the community	Respond and resolve access or relevant issues, or redirect to the relevant party for review and resolution

Role dimensions

Decision making

The CSO is usually allocated work loads and roster schedules by their supervisor however they prioritise their tasks in conjunction with other CSOs, Casework Managers or caseworkers to achieve optimum service delivery. Where further clarification of priorities is needed the position holder will refer to their supervisor.

While the CSO exercises independent judgement in responding to enquiries from other staff or clients, providing, as appropriate, information or referring an enquiry to other CSC staff or community partners, difficult phone or counter enquiries may be referred to the CSO's supervisor.

The role maintains administrative systems in accordance with advised procedures, guidelines and schedules. The role provides recommendations for system improvements to their supervisor.

Reporting line

The role reports to the Service Support Manager

Direct reports

Nil

Budget/Expenditure

Nil

Key knowledge and experience

- An understanding of the functions of the local office and the services provided by Community Services as well as an awareness of the functions of other related human service organisations.
- Capacity to develop a good working knowledge of the DCJ client management systems and associated policies, processes and systems.
- Understanding and capacity to apply processes and systems as per DCJ policies in undertaking administrative processes.
- Knowledge of office equipment and a capacity to be able to set up and ensure operational efficiency of equipment and associated operating software for staff.

Essential requirements

- Well developed interpersonal skills, including demonstrated capacity to provide a high level of client contact service and the ability to work within a team.
- General computer office skills, combined with a good working knowledge of Microsoft Office applications.
- Capacity to work well within an environment of fluctuating workloads and changing priorities.

Appointments are subject to reference checks. Some roles may also require the following checks/ clearances:

- National Criminal History Record Check in accordance with the Disability Inclusion Act 2014

- Working with Children Check clearance in accordance with the Child Protection (Working with Children) Act 2012

Capabilities for the role


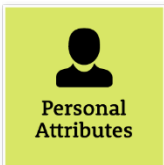

The [NSW Public Sector Capability Framework](#) describes the capabilities (knowledge, skills and abilities) needed to perform a role. There are four main groups of capabilities: personal attributes, relationships, results and business enablers, with a fifth people management group of capabilities for roles with managerial responsibilities. These groups, combined with capabilities drawn from occupation-specific capability sets where relevant, work together to provide an understanding of the capabilities needed for the role.

The capabilities are separated into **focus capabilities** and **complementary capabilities**.




Focus capabilities

Focus capabilities are the capabilities considered the most important for effective performance of the role. These capabilities will be assessed at recruitment.

The focus capabilities for this role are shown below with a brief explanation of what each capability covers and the indicators describing the types of behaviours expected at each level.

FOCUS CAPABILITIES			
Capability group/sets	Capability name	Behavioural indicators	Level
	Act with Integrity Be ethical and professional, and uphold and promote the public sector values	<ul style="list-style-type: none"> • Behave in an honest, ethical and professional way • Build understanding of ethical behaviour • Follow legislation, policies, guidelines and codes of conduct that apply to your role and organisation • Speak out against misconduct and illegal and inappropriate behaviour • Report apparent conflicts of interest 	Foundational
	Manage Self Show drive and motivation, an ability to self-reflect and a commitment to learning	<ul style="list-style-type: none"> • Be willing to develop and apply new skills • Show commitment to completing assigned work activities • Look for opportunities to learn and develop • Reflect on feedback from colleagues and stakeholders 	Foundational
	Commit to Customer Service Provide customer-focused services in line with public sector and organisational objectives	<ul style="list-style-type: none"> • Focus on providing a positive customer experience • Support a customer-focused culture in the organisation • Demonstrate a thorough knowledge of the services provided and relay this knowledge to customers 	Intermediate

FOCUS CAPABILITIES

Capability group/sets	Capability name	Behavioural indicators	Level
		<ul style="list-style-type: none"> Identify and respond quickly to customer needs Consider customer service requirements and develop solutions to meet needs Resolve complex customer issues and needs Cooperate across work areas to improve outcomes for customers Recognise that customer service involves both external and internal customers 	
 <p>Relationships</p>	<p>Work Collaboratively Collaborate with others and value their contribution</p>	<ul style="list-style-type: none"> Work as a supportive and cooperative team member, sharing information and acknowledging others' efforts Respond to others who need clarification or guidance on the job Step in to help others when workloads are high Keep the team and supervisor informed of work tasks Use appropriate approaches, including digital technologies, to share information and collaborate with others 	Foundational
 <p>Results</p>	<p>Think and Solve Problems Think, analyse and consider the broader context to develop practical solutions</p>	<ul style="list-style-type: none"> Ask questions to explore and understand issues and problems Find and check information needed to complete own work tasks Identify and inform supervisor of issues that may have an impact on completing tasks Escalate more complex issues and problems when these are identified Share ideas about ways to improve work tasks and solve problems Consider user needs when contributing to solutions and improvements 	Foundational
 <p>Business Enablers</p>	<p>Technology Understand and use available technologies to maximise efficiencies and effectiveness</p>	<ul style="list-style-type: none"> Display familiarity and confidence when applying technology used in role Comply with records, communication and document control policies 	Foundational

FOCUS CAPABILITIES




Capability group/sets	Capability name	Behavioural indicators	Level
		<ul style="list-style-type: none"> Comply with policies on the acceptable use of technology, including cyber security 	

Complementary capabilities


Complementary capabilities are also identified from the Capability Framework and relevant occupation-specific capability sets. They are important to identifying performance required for the role and development opportunities.

Note: capabilities listed as 'not essential' for this role is not relevant for recruitment purposes however may be relevant for future career development.

COMPLEMENTARY CAPABILITIES

Capability Group/Sets	Capability Name	Description	Level
 Personal Attributes	Display Resilience and Courage	Be open and honest, prepared to express your views, and willing to accept and commit to change	Foundational
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Foundational
 Relationships	Communicate Effectively	Communicate clearly, actively listen to others, and respond with understanding and respect	Foundational
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Foundational
 Results	Deliver Results	Achieve results through the efficient use of resources and a commitment to quality outcomes	Foundational
	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Foundational
	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Foundational
	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Foundational

COMPLEMENTARY CAPABILITIES

Capability Group/Sets	Capability Name	Description	Level
 Business Enablers	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Foundational
	Project Management	Understand and apply effective project planning, coordination and control methods	Foundational